

**MICHIGAN STATEWIDE PLANNING PROCESS**

**PUBLIC INVOLVEMENT PLAN**



**August 2005**

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## ***I. Introduction***

This public involvement plan provides direction for effective public involvement in the development of Michigan's transportation plans and programs. For our customers, this public involvement plan describes opportunities for involvement in determining the statewide focus and priorities for transportation investments in Michigan. While many of the same communication techniques described in this plan are used during the study and design of specific transportation improvements, project development differs significantly from the statewide planning process. For this reason, project-level public involvement is not included within the scope of this plan.

Two major components of the statewide planning process are the State Long Range Plan (SLRP) and the State Transportation Improvement Program (STIP). The SLRP provides guidance for the development of transportation programs and establishes strategies and actions necessary to achieve transportation goals for a 20 to 25-year period. The STIP, a short-term program, lists all road, bridge and transit projects scheduled for construction and identifies available funds needed to implement projects over the next three years.

These two primary planning processes are both formal and routine, with the STIP updated every two years and the SLRP updated about every five years. In addition, both are required under the Transportation Equity Act for the 21<sup>st</sup> Century (TEA-21); however, there are other formal and informal planning activities that are system-wide in approach, such as the Transportation Summit, or mode-specific, such as the Michigan Aviation System Plan. As MDOT updates its formal and informal plans, we are broadening our processes to ensure our planning effort focuses on the entire transportation system – in an integrated, multi-modal way – while still meeting the specific planning needs of each of the modes.

One of the challenges in making each planning process a multi-modal effort is the significant distinction of the required modal scope. The State Long Range Plan recognizes the complementary nature of transportation system components and emphasizes the importance of inter-modal connectivity. Its focus is on the entire transportation system, including aviation, bus, rail, marine components and ports. In contrast, the modal scope of the STIP is limited to surface transportation modes and facilities – specifically roads, bridges and transit.

Another challenge in doing system-wide planning is that many different parties have responsibility for planning and delivering each portion of the system. The infrastructure is not all owned and operated by the state. MDOT has direct responsibility for planning, delivering and maintaining the state road and bridge components of the system and owns the infrastructure. MDOT also has a legal responsibility to ensure planning is conducted for local road and bridge work conducted with state and federal funds, even though the infrastructure is owned by local governments. Most marine, rail, bus and aviation portions of the infrastructure are owned by local governments and authorities, non-profit entities, or private companies. In many cases, these entities receive funding assistance through MDOT; however, little of the infrastructure is owned and controlled by the state.

Therefore, a significant portion of the planning for development, expansion and maintenance of these portions of the system is done by entities other than MDOT. MDOT works with its transportation partners, providing leadership and guidance in planning and coordination; however, the state's ability to ensure public involvement in all components of the planning process may be limited for some segments of the system. For this reason, the public involvement practices outlined in this document largely pertain to the SLRP and the STIP.

This plan will guide the Michigan Department of Transportation (MDOT) in its efforts to identify and accommodate the needs of transportation customers throughout the State of Michigan. Beginning with public involvement objectives, this plan includes a description of the federal requirements for public involvement, describes Michigan's strategic approach to achieving stated objectives, and explains how MDOT incorporates public involvement into the statewide planning process through the SLRP and the STIP development processes. Recognizing that different situations require different techniques for reaching the public, this public involvement plan provides a toolbox of techniques to be applied, as appropriate, in order to achieve the goal of effective public involvement.

## ***II. Public Involvement Goal and Objectives***

MDOT's goal, through this plan, is to provide the highest quality public involvement possible for transportation decision-making. This can only be achieved when customers are identified and brought into the planning process. To achieve this goal, major planning and program development objectives include:

**1. Solicit public participation in each phase of the statewide planning process.**

Throughout the multiple phases of the statewide planning process, extensive public involvement components are and will continue to be incorporated to foster public participation. Proactive public involvement denotes early and continuous involvement in important policy or project decisions before they are finalized. It is inherent in preparing the SLRP and STIP that public involvement occurs very early on and throughout the planning process. There are many opportunities at the state and local levels for the public to play a role in shaping short and long term needs, solutions and funding priorities. The earlier the public is involved in the process, the greater the opportunity to influence important transportation decisions.

**2. Seek broad identification and representative involvement of customers and users of all transportation modes.**

MDOT's customer base includes not only the general public and local and tribal units of government, but businesses, industries and transportation service providers as well as organizations that represent people with specific transportation needs. The diverse characteristics and transportation needs of the customer base require different communication and outreach techniques.

**3. Utilize effective and equitable avenues for distributing information and receiving comments.**

There are many techniques and mechanisms available to ensure that a diverse public is well informed and able to play a role in the transportation planning process. Recognizing that no single technique or mechanism will work in all cases, it is up to MDOT to consider the special communication needs of the public and use the best approach or approaches to accomplish this objective.

**4. Provide educational materials and design public involvement initiatives that will support and encourage effective participation.**

Effective participation in the transportation decision-making process requires an understanding of transportation issues and the framework for making transportation investment decisions. Transportation professionals need to be well-versed in visualization techniques<sup>1</sup> that optimize public understanding of issues and concepts.

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<sup>1</sup> The term *visualization techniques* refers to the use of diagrams, pictures, maps, three dimensional models or the like to supplement and enhance oral or written descriptions.

**5. Maintain and develop staff expertise in all aspects of public involvement.**

This includes techniques for bridging language, cultural and economic differences that affect participation; ways to convey issues and information in meaningful ways to various cultural groups; and means for ensuring equitable representation for all segments of the population and sectors of the economy.

**6. Support and encourage continuous improvement in the methods used to meet the public need for information and involvement.**

Public information and involvement methods are continually evolving. MDOT is committed to seeking new and innovative ways to engage and keep the public involved throughout the process.



### ***III. Federal Regulations Concerning Public Involvement***

Along with the desire to include a diversified public in its planning processes, MDOT relies on various federal statutes to help guide its public involvement activities.

The Federal regulations related to public involvement in transportation decision-making can be found in **Title 23; Section 450.212, Code of Federal Regulations**. These regulations leave the methods for carrying out public involvement to the discretion of each state; however, public involvement processes must provide:

- Early and continuous opportunities for involvement
- Timely information on transportation issues, processes and procedures
- Reasonable access to technical and policy information
- Adequate notice of involvement opportunities at key decision points
- Methods for considering and responding to public input
- A course of action for seeking out and considering the needs of traditionally underserved groups
- Periodic review and evaluation of the public involvement process

**The Americans with Disabilities Act of 1990 (ADA)** states that “no qualified individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of a public entity.” Sites for public involvement activities, as well as the information presented, must be accessible to persons with disabilities. ADA requires specific participation – particularly for developing para-transit plans – such as:

- Outreach by developing contacts, mailing lists, and other means of notification
- Consultation with disabled individuals
- The opportunity for public comment
- Accessible formats
- Public hearings
- Summaries of significant issues raised during the public comment period
- Ongoing efforts to involve persons with disabilities in planning

**Title VI of the Civil Rights Act of 1964**, together with related statutes and regulations, provide that “no person shall on the ground of race, color, and national origin be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal funds. The entire institution, whether educational, private or governmental must comply with Title VI and related Federal civil rights laws, not just the program or activity receiving federal funds.”

Executive orders regarding environmental justice and outreach to persons with limited English proficiency are also regulated under Title VI of the Civil Rights Act.

**Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, 1994**, states that “each Federal agency shall make achieving environmental justice part of its mission by identifying and addressing, as appropriate, disproportionately high and adverse human health or environmental effects of its programs, policies and activities on minority populations and low-income populations.” Traditionally underserved groups such as low-income and minority populations must be identified and given increased opportunity for involvement in order to ensure effective participation.

**Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, 2000**, requires that recipients of federal financial aid must ensure that the programs and activities normally provided in English are accessible to persons with limited English proficiency.

## ***IV. Strategies for Outreach***

In addition to formal public involvement initiatives for State Long Range Plan (SLRP) and Statewide Transportation Improvement Program (STIP) development, MDOT's commitment to reaching those it serves is represented in part by organizational structure, in ongoing practices, and by using innovative methods to elicit input and distribute information.

### **Organizational Structure**

Transportation Service Centers (TSCs) and region offices bring services closer to communities all over the state and provide a convenient contact point for public input. MDOT's decentralized approach to meeting customer needs through the use of TSCs reflects the department's customer-focused culture. The TSCs are a major conduit for involving, understanding and meeting customer needs in the 21<sup>st</sup> Century. Addresses and phone numbers of MDOT region offices and TSCs are listed at the end of this document.

### **Publication of the Five Year Transportation Program**

The Five Year Transportation Program is one example of an ongoing effort designed to encourage early involvement in developing projects and the three-year Transportation Improvement Programs. Each year, MDOT publishes an updated Five Year Transportation Program designed to communicate MDOT's investment strategies and report progress in meeting statewide objectives. Prior to 2004, this document included information only about MDOT's road and bridge efforts. For each region, the plan also included a list of projects for the next five years and a narrative describing the strategies employed to achieve statewide road and bridge condition goals. In 2004, MDOT began transitioning this document to become a system-wide report with information about accomplishments and goals for all modes. This is a major effort to keep the general public and local planning agencies throughout the state informed early in the process of project and program development.

### **Listening Sessions**

During the last two years, MDOT conducted public listening sessions in each region to provide a formal opportunity to comment on the Five Year Transportation Program. Comments received during these sessions are analyzed to measure correlations to the SLRP goals. This has been an important mechanism for developing and maintaining an understanding of local needs and priorities.

## **Transportation Summit**

Another initiative developed to identify and involve customers is the Transportation Summit, an intensive planning effort that began in 2003 at the governor's request. Nine planning teams met throughout the second half of the year to explore various issues affecting transportation in the state. The sessions culminated with a 500-person summit in December 2003, where issues were further refined and attendees defined Michigan's transportation vision for the 21<sup>st</sup> Century. Since then, nine "action teams" have continued to meet monthly to put the Summit plan into action. In December 2004, Summit participants reconvened to present updates on action team activities. The Michigan Transportation Summit and the resulting action teams provide a structure for dialogue and advocacy.

## **Accommodating Persons with Disabilities**

A fundamental part of this plan is its emphasis on broad identification and involvement of users who rely on all transportation modes for their mobility. This value of inclusion, especially as it relates to people with disabilities, means that all programs and services of state government must be fully accessible to citizens who wish to participate. Several resources, including state and federal disability rights laws and technical guidelines, identify what needs to be done to ensure that information and meetings are accessible to people with disabilities. The department ADA Coordinator and the State ADA Coordinator – currently the Director of the Michigan Commission for the Blind – provide guidance to MDOT staff who conduct public involvement activities. Standard accommodation practices ensure that:

- Announcements or invitations to meetings include standard accessibility language
- Meeting locations are accessible and barrier free
- Barrier free seating locations are identified, including space for wheelchairs and designated seating for persons with hearing or vision impairments
- Communications access is available for individuals who are deaf or hard of hearing
- Any print material distributed at a meeting is available in alternative formats
- Films, videos, slide presentations or other audiovisual aids are accessible
- Literature, brochures, and publications, etc., use "people first" language when referring to people with disabilities (e.g., person who uses a wheelchair or person who is blind)
- Staff are aware of and sensitive to the needs of people with disabilities.<sup>2</sup>

## **MDOT's Title VI Interdisciplinary Team**

Over the years, the United States Department of Transportation (USDOT) and the Federal Highway Administration (FHWA) have encouraged a proactive approach to the implementation of Title VI, aimed at preventing discrimination in its programs, policies,

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<sup>2</sup> More details regarding standard practices for ADA compliance are available from the ADA Coordinator for the State of Michigan and is titled, "Tips for Event Planners."

and activities. In order to achieve this goal at MDOT, the Title VI Interdisciplinary Team was developed. The team consists of individuals from each region and program area who serve as Title VI coordinators and work with the Title VI specialist to ensure public involvement and Title VI compliance.

MDOT's compliance with Title VI requires the monitoring of all program areas to ensure that MDOT activities are conducted in a nondiscriminatory manner. The department uses a variety of techniques in order to reach out to groups and individuals identified under Title VI: distributing Title VI promotional brochures at public meetings, making materials available in multiple languages, and providing interpreters at public meetings where citizens with limited English proficiency are expected.

### **Customized Public Involvement Initiatives for Plan and Program Development**

Public involvement activities for developing the SLRP and the STIP will be designed in accordance with the objectives stated in this plan. New technologies and public relations practices continually inspire new and innovative ideas for eliciting participation. Some of the available communications tools are described in this plan, but this list is not intended to exclude other mechanisms that may develop in the future.

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## ***V. Major Transportation Planning Documents***

Effective participation in the transportation decision-making process requires an understanding of transportation issues and an understanding of the framework for making transportation investment decisions. Each of the following major planning documents plays a role in shaping transportation decisions in Michigan.

### ***The Long Term View***

#### **The State Long Range Plan (SLRP)**

The State Long Range Plan is a broad document that guides transportation investment decisions at all levels of government. It identifies current and emerging needs for all modes of transportation within the state and sets investment priorities for meeting those needs. The SLRP covers a 20 to 25-year period and is updated as needed (approximately every five years). Public participation is an important part of updating the SLRP in order to continually improve basic mobility and access for all residents of Michigan and support a strong state economy.

The State Long Range Plan recognizes the complementary nature of transportation system components and emphasizes the importance of modal integration. Other long term mode-specific plans<sup>3</sup> may be developed, but these are aligned with the SLRP. Some past examples of these mode-specific planning documents are:

- **The Michigan Transit Strategic Plan: 2000-2020 (MTSP)**

The Michigan Transit Strategic Plan was prepared in 2000 and 2001. Its goal was to guide transit in Michigan to achieve its mission of providing safe, efficient, responsive and reliable public transit that integrates into the overall transportation system. Initiatives included in the plan complement MDOT's overall planning effort that is detailed in the SLRP.

- **The Michigan Aviation System Plan (MASP)**

State airport system planning is a process which results in the documentation of airport related facilities necessary to meet current and future air transportation needs of the state. The Michigan Aviation System Plan (MASP) identifies the aeronautical role of existing and recommended new airports. It also describes the development necessary at each location and estimated system costs. State system planning is accomplished within a comprehensive planning framework, consistent with state goals and objectives for economic development and transportation as outlined in the SLRP. It provides direction for airport master planning and serves as an important component of the Federal Aviation Administration (FAA) National Plan of Integrated Airport Systems.

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<sup>3</sup> Many documents of interest to the public are available through MDOT's Web site <http://www.michigan.gov/mdot/>. The public is encouraged to visit this site for a wealth of information regarding transportation in Michigan. Copies of major planning documents also can be obtained through the MDOT Office of Communications.

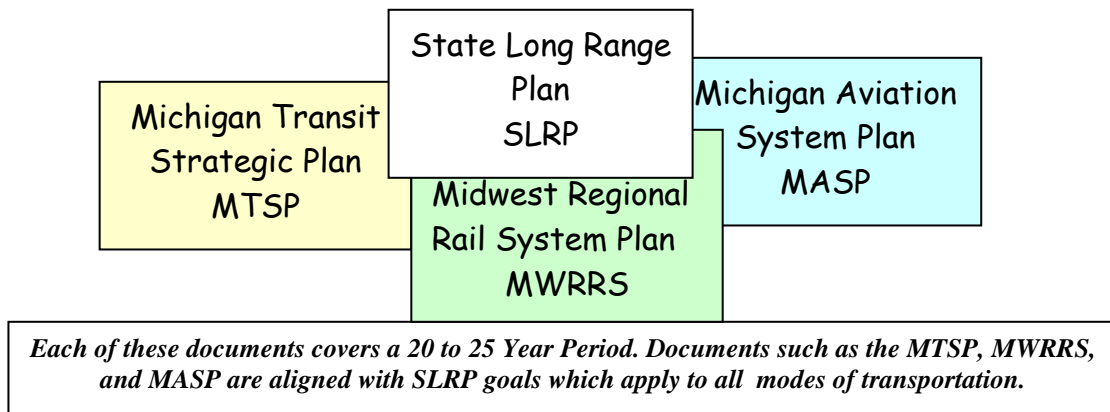
▫ **The Midwest Regional Rail System Plan (MWRRS)**

The MWRRS is a nine-state, 3,000-mile intercity passenger rail system plan designed to meet future transportation needs in Michigan and eight other Midwest states. It documents the infrastructure and equipment needed to achieve more frequent service and speeds up to 110 mph on this Chicago-hub system.

Development of these types of mode-specific planning documents generally relies on representative public involvement through local government, metropolitan or regional planning agencies, and advocacy groups.

For example, a diverse group of persons representing a wide variety of organizations, both within and outside of the aviation community, helped craft the initial MASP 2000 document. Included on this steering committee were representatives from local governments, metropolitan planning organizations, airport executives, region planning agencies and the Michigan Aeronautics Commission. These groups in turn bring the needs expressed by their local providers and users of aviation to the table. Additionally, MDOT's Multi-modal Transportation Services Bureau works closely with the local governing bodies of Michigan's public use airports to identify and fund needed airport improvements that have been identified through their own public involvement efforts.

Similarly, the MTSP was developed under the guidance of an oversight team. Participants included local transit agencies, specialized services providers, intercity bus carriers, metropolitan and regional planning agencies, state agencies (including MDOT), elected officials, and other stakeholders.



Along with the creation of the SLRP, the Metropolitan Planning Organizations (MPOs) of Michigan, established for all urbanized areas in the state with populations greater than 50,000, must also produce a separate long range plan in cooperation with MDOT and local transit operators. In contrast to the SLRP, the MPO long range plans contain project lists and funding assumptions, and are financially constrained.



### ***The Short Term View***

#### **The State Transportation Improvement Program (STIP)**

The State Transportation Improvement Program is a three-year list of specific investments in the surface transportation system. Only certain modes of transportation are covered by the STIP. The STIP includes all federal-aid transit projects, rural federal-aid road projects, federal-aid road projects in small urban areas, and state trunkline projects located within MPO areas. All projects listed in the STIP contribute to achieving one or more of the objectives stated in the SLRP. The STIP is also financially constrained, meaning that the total cost of the listed projects cannot exceed available funds.

The STIP is developed concurrently with the MPOs' Transportation Improvement Programs (TIPs). Each MPO develops a TIP for its own geographic area, covering a three-year period. MPO area TIPs list all federally funded transit and trunkline projects, as well as any federal-aid local road projects within the MPO boundary. The TIPs, together with the STIP, provide a three-year statewide view of transit, road, and bridge investments expected to contribute to achieving the objectives stated in the SLRP.

Specific opportunities for public involvement in developing the State Long Range Plan and the STIP are described further in Section VI.

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## ***VI. Opportunities for Early Involvement***

Transportation planning activities continually take place at the local, regional, tribal, and state levels. Numerous venues for identifying and reporting transportation needs exist. Also, opportunities are available to participate in formulating projects to address those needs. Each transportation agency in Michigan is a public contact point for influencing investment priorities and identifying transportation needs.

The public's connection to transportation decision-making begins by finding out what specific public involvement opportunities are available in the local community. The most direct way for the public to express an interest or concern about the transportation planning process is by contacting city, township, or county administrators or planning offices, MDOT Transportation Service Centers (TSCs) or MDOT region offices.

Community organizations and residents can follow the latest issues and developments by:

- Asking a transportation official to attend community and civic organization meetings to explain the process
- Volunteering to serve on a citizens' advisory committee
- Participating in citizen focus groups
- Accessing available Web sites or requesting newsletters, updates and other information from county road commissions, transit agencies, airport authorities, metropolitan planning organizations, or MDOT
- Attending local transportation meetings
- Providing input on transportation plans

Long range transportation plans and transportation improvement programs are the key documents that come from transportation planning. These documents are used to build the foundation for individual transportation projects, so both the local transportation agencies and MDOT need the public's perspective as these documents are developed.

### **Developing the SLRP: Public Involvement in Establishing Priorities**

The discussions that are inherent to the development of the SLRP are part of attaining consensus on investment priorities, which in turn govern project and program decisions. The SLRP influences long term investment strategies, so it is important to ensure that all transportation needs and issues are identified and discussed as part of the development process. This is accomplished most effectively through participation of diverse population groups and business/industry interests.

When the SLRP 2000-2025 was under development, an advisory group significantly shaped the goals and objectives for the revised plan. The diversity of participants ensured that a broad spectrum of transportation users and providers had a voice in the

outcome. The results of this Customers and Providers Advisory Group were subject to general public comment sessions convened in several locations around the state.<sup>4</sup>

Members of the advisory group included representatives from each transportation mode, minorities, and a broad spectrum of business and industry enterprises. With each successive update, MDOT endeavors to increase the public's influence in shaping transportation decisions. The information gleaned by employing the strategies described in Section IV of this plan influences the content and thrust of subsequent State Long Range Plans as well as program documents such as the STIP.

### **Developing the STIP: A Cooperative Effort to Achieve Statewide Goals**

A general understanding of the roles, responsibilities, and processes of individual transportation agencies helps the public participate effectively in the development of the STIP. These agencies serve as the first point of contact for anyone interested in becoming involved in the process. The following overview explains how transportation agencies work together to produce the STIP.

#### **Cooperation Among Transportation Providers and Agencies**

Roads in Michigan are owned by cities, villages, counties and the state. Each agency continually evaluates road system operation, pavement and bridge condition, safety, and mobility on their portions of the transportation system.

In large urbanized areas, the city, township, and county agencies work together with the transit agencies under an MPO to identify and plan actions to meet regional transportation needs. Contacts for each Metropolitan Planning Organization in the state are listed at the end of this document.

In rural areas, the rural task forces, which represent a group of counties together with the associated townships, cities, villages, and transit agencies, convene annually to create and update the component of the STIP that pertains to their respective region of the state. Contacts for each of the 23 rural task force areas are listed at the end of this document.

MDOT regions and their respective regional planning and development agencies consult annually with local elected officials regarding rural transportation planning issues and needs.<sup>5</sup> Similarly, each county holds a meeting with their cities, townships, and transit providers to identify eligible projects within funding targets to present at the annual rural task force meeting. Regional planning and development agencies are available to assist in these efforts.

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<sup>4</sup> See also *Appendix A, Public Involvement* contained in the *State Long Range Plan 2000-2025-Mobility is Security* located at [http://www.michigan.gov/documents/SLRP\\_53836\\_7.pdf](http://www.michigan.gov/documents/SLRP_53836_7.pdf)

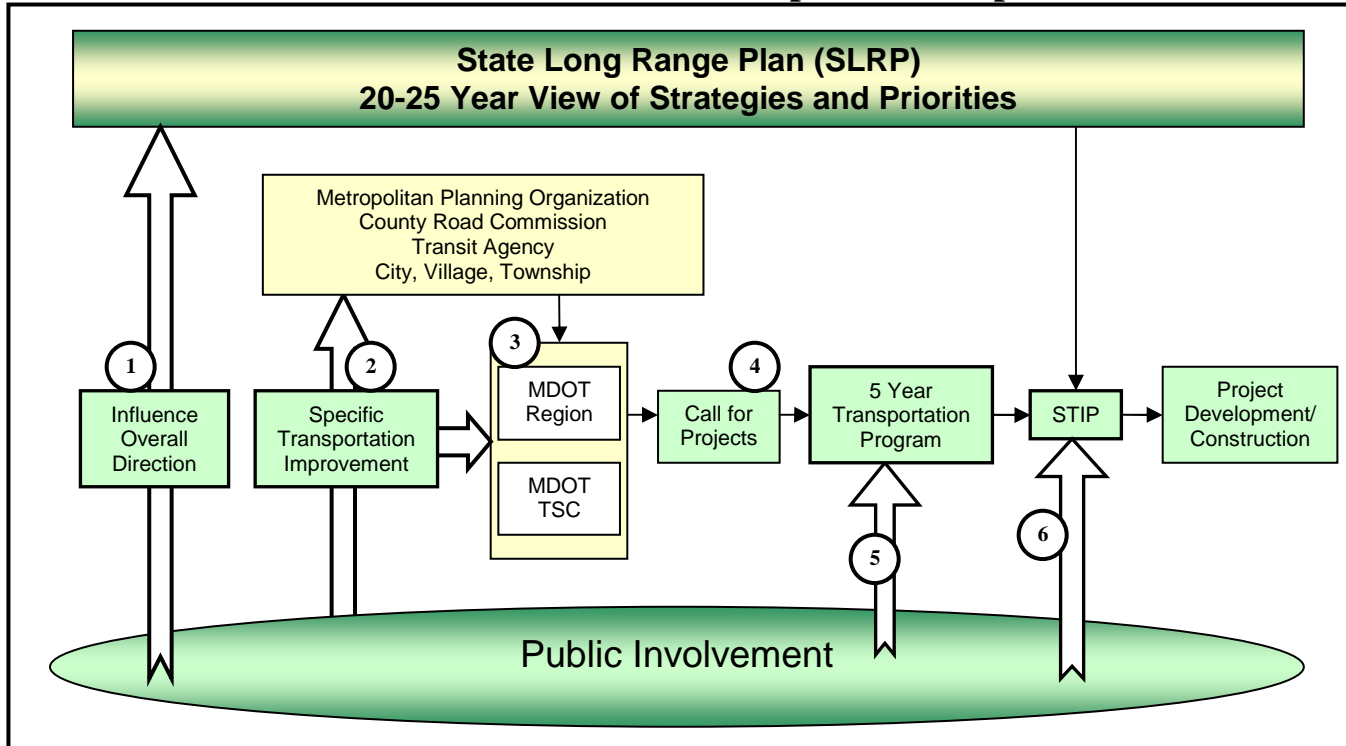
<sup>5</sup> The consultation process for local elected officials is defined as separate from the federally mandated public involvement process. It was developed cooperatively with local officials and completed in February 2004.

## **MDOT's Five Year Transportation Program and Annual Call for (Highway) Projects**

During the Annual Call For (Highway) Projects, which adds a new year to the upcoming Five Year Transportation Program, MDOT's TSCs throughout the state communicate with rural task forces, county road commissions, MPOs, cities, and villages to evaluate a list of prospective projects. This advanced notice of potential projects gives the local agencies an opportunity to comment and influence such things as scheduling in order to coordinate proposed work with local projects. This annual process also presents opportunities to review upcoming projects scheduled for the next four years, explain MDOT's process for project selection for the fifth year, communicate system condition goals, and discuss pavement management strategy.

Planned investments in rail, transit, marine, ports, aviation and highways are presented in the annual publication known as The Five Year Transportation Program. This document can be found on MDOT's Web site at [www.michigan.gov/MDOT](http://www.michigan.gov/MDOT). Printed copies are also available from the MDOT Office of Communications in Lansing and the MDOT region offices. Listening sessions hosted by each MDOT region provide a venue for individuals, groups, and local government officials to make needs and priorities known for consideration as subsequent Five Year Transportation Programs are developed.

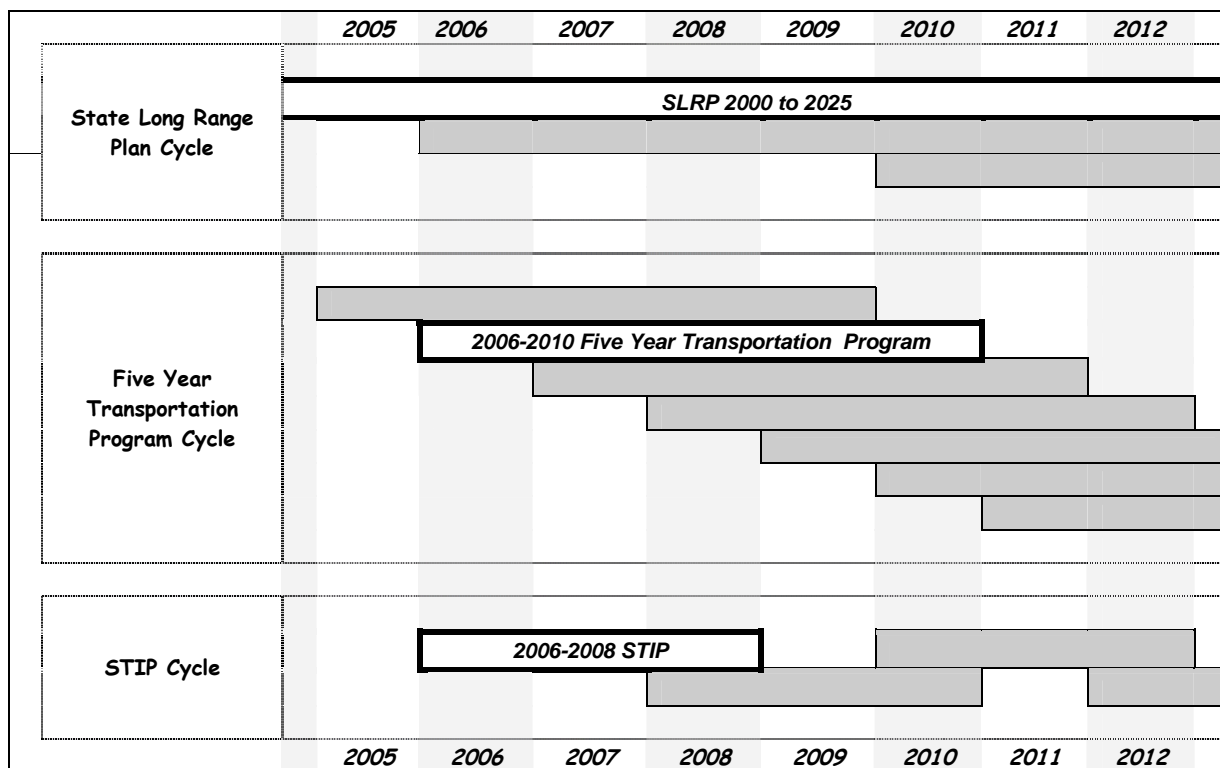
## Public Involvement in MDOT Transportation Improvements



- 1 To participate in setting investment priorities and statewide transportation goals and objectives, contact MDOT's Bureau of Transportation Planning. Don't forget to review the draft SLRP and take advantage of the opportunities to comment. (Reference: page 15, Major Transportation Planning Documents)
- 2 If you are concerned about conditions at a specific location, contact the owner of the facility. Write local agencies and attend their board meetings or public involvement sessions to express need for specific transportation improvements. Contact MDOT TSCs and/or region offices to express need for facility improvements under MDOT control. (Reference: page 19, Opportunities for Early Involvement)
- 3 Through continuous communication with local transportation agencies and department planners, MDOT region development engineers assess the system and move improvements along a continuum from concept to completion. (Reference: page 20, Developing the STIP)
- 4 Projects submitted during the annual call for projects are prioritized and evaluated against other projects in the region and state to determine which ones will contribute most to achieving SLRP goals and objectives. (Reference: page 21, MDOT Five Year Transportation Program...)
- 5 Read and respond to the Five Year Transportation Program. Currently, MDOT conducts listening sessions throughout the state during the release of the annual Five Year Transportation Program. This is an opportunity review investment priorities. It is also an opportunity for the public to voice any desire for improvements not currently listed in the program. (Reference: page 11, Strategies for Outreach)
- 6 If you live in an urban area, participate in your MPO's formal public involvement process required in preparing each TIP. If you live in a rural area, attend local meetings of transit agencies, road commissions and city, village and township boards to advocate for transportation improvements. (Reference: page 20, Developing the STIP)

### The Relationship of the Five Year Transportation Program to the STIP/TIPs

Because the STIP and TIPs contain the next three years of projects, providing project lists for years four and five in the Five Year Transportation Program grants earlier opportunity for local input to the next STIP or TIP. This is particularly true for rural areas and cities and villages having populations of less than 50,000.



*The chart shows the overlapping effect that the SLRP, STIP and the Five Year Transportation Program have on transportation planning. Each covers a period of time. Items in the Five Year Transportation Program fit within an existing and future STIP, which meets goals established in the over-arching SLRP.*

### Financial Constraint and Setting Priorities

While the State Long Range Plan (SLRP) goals and objectives provide a framework for selecting projects to include in the STIP or TIP, not all proposed projects move forward into the STIP. Proposed projects must still compete for funding. The Federal Highway Administration and the Federal Transit Authority require that the total cost of projects and investments included in any TIP or STIP not exceed expected revenue for the same time period. Funds available for a certain time period may be targeted for investment in a particular area or for a particular type of improvement, or must be used for a certain class of roads. Also, funding priorities may be specifically stated or implied by SLRP goals and objectives, underscoring the importance of public involvement during State Long Range Plan development.

Stewardship of financial resources is an ongoing effort for the department. The public interests are represented by the State Transportation Commission through annual review and approval of the Five Year Transportation Program and major statewide planning documents such as the State Long Range Plan. Please refer to these documents for further information on the relationship between plans and the allocation of funds. The Five Year Transportation Program, the State Long Range Plan and the State Transportation Improvement Program can be accessed through MDOT's Web site at <http://www.michigan.gov/mdot/>. Copies may also be requested from the MDOT Office of Communications. Alternative formats are made available to persons with visual impairments upon request.



## ***VII. The Communication Toolbox<sup>6</sup>***

Public involvement techniques continue to evolve through the application of new technology, broader public knowledge of the role one can play in transportation decision-making, encouraging creative approaches, and being ever-mindful of the goals and benefits of public participation. One objective of this plan is to support and encourage continuous improvement in the methods used to meet the public need for information and involvement. MDOT will employ a variety of techniques to invite and encourage public participation in decision-making. Some of these techniques are:

- Enlisting the aid of community leaders
- Community Advisory Committees
- Collaborative Task Forces
- Mailing lists
- Key person interviews
- Public information materials
- Briefings
- Several public meeting styles
- Video techniques
- Internet Use
- Media strategies
- Telephone techniques
- Speakers' bureaus

Staff who plan and execute public involvement efforts should refer to the complete version of *Public Involvement Techniques for Transportation Decision-making* and more recent publications for more detailed information regarding these techniques.

### **Enlisting the Aid of Community Leaders**

Legislators and other community leaders can be contacted to help solicit input from their districts. For example, legislators can host town hall meetings, include information in newsletters, and reach out to constituents in many other ways through outreach mechanisms that are already in place. Area agencies serving the aging, chambers or commerce and the clergy, among others, may also assist in inviting or representing a broad range of participants.

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<sup>6</sup> The primary source for this toolbox of techniques is *Public Involvement Techniques for Transportation Decision-making*, prepared by Howard/Stein-Hudson Associates, Inc. and Parsons Brinckerhoff Quade and Douglas for Federal Highway Administration Federal Transit Administration, September 1996; Electronic Version of Publication No. FHWA-PD-96-031, HEP-30/9-96/(4M)QE Posted on the Internet December 1996.

### **Community Advisory Committees**

A community advisory committee is a representative group of diverse stakeholders that meets regularly to discuss issues of common concern. These committees have been used for many years and are not in themselves innovative, yet they can be an effective component of public involvement efforts. A community advisory committee has these basic features:

- Well-represented interest groups from throughout the state or region
- Regular meetings
- Recorded comments of the participants
- A goal for consensus on issues
- The adoption of an important role in the process

When agencies are presenting goals and proposed programs, its members are more apt to ask for assistance, clarification of points, and follow-up on questions. The existence of a community advisory committee demonstrates progress toward involving people in projects and programs. If a consensus cannot be reached, a community advisory committee provides a forum for identifying, exploring, and reporting divergent opinions to the agencies.

### **Collaborative Task Forces**

A collaborative task force is a group assigned one specific task with a time limit; the conclusions of these meetings are subject to ratification by official decision-makers. The membership usually includes local people or representatives from interest groups appointed by elected officials or agency executives. Task forces can be used on a project level and for resolving issues within a project. In contrast to community advisory committees, a task force usually helps solve a specific problem, working diligently toward consensus and presenting a strong and unified voice. A collaborative task force has the following characteristics:

- A sponsoring agency committed to the process
- A broad range of representative interests
- Emphasis on resolving issues through consensus
- Detailed presentations for complete understanding
- Sequential meetings

A collaborative task force can extend community input for decision-making and enhance self-governance with discussions that help agencies understand the qualitative values and reactions of the participants to proposals. They can aid in development of policies, programs, services, the distribution of resources, and the resolution of stalemates through a participatory process. Following a difficult process or unsettled controversy, it involves people in solving a problem positively.

## **Mailing Lists**

Regularly updated mailing lists help organize public communications. Mailing lists allow agencies to quickly distribute updated information about events, meeting invitations, newsletters, summary reports, and other information about its activities to interested groups and individuals.

## **Key Person Interviews**

A key person interview is a one-on-one talk about a specific topic or issue with an individual recognized or designated as a community leader. A key person might be an opinion leader, a spokesperson for the community, an elected official, the head of an organization, or a representative of local media. They are helpful in rapidly getting details on the community and in understanding the priorities of residents. They also help convey community issues to decision-makers or identify stakeholders who may be involved and interested in a project or proposal.

## **Public Information Materials**

Public information materials provide information about a transportation investment that is under way or in the planning stage. Other media, such as video, can be used, but these materials are still usually printed. A sample range of public information materials includes:

Billboards	Newsletters
Brochures	Newspaper inserts and articles
Display advertisements	Notices
Display boards	On-line home page
Electronic media	Posters
Fact sheets	Press releases
Fliers	Progress bulletins
Grocery bag inserts	Slides and overheads
Legal notices	Summaries of reports
News articles	Videotapes

Preparing public information materials includes providing alternate formats in accordance with the Americans with Disabilities Act of 1990, Title VI of the Civil Rights Act of 1964 and Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency. Cultural centers and libraries are can be effective distribution points, since they can usually be reached via public transportation.

## **Briefings**

Briefings are information meetings with a community group or leader. Elected officials, business leaders, the media, regional groups, or special interest groups can participate. Briefings usually involve issue-focused communication between agency administrators, project managers, board members, or other staff and a segment of the community.

## **Public Meetings**

MDOT employs two common meeting styles in project studies: open forum and open microphone. With the open forum format, the public views an audiovisual presentation and/or informational displays, meets one-on-one with MDOT's study team, and provides written comments. In the case of more formal public hearings, participants express comments verbally to a court reporter. With the open microphone style, the public gathers in a large room, listens to a formal presentation, and then provides statements in front of a seated audience. Generally, this method limits the number of comments because not everyone feels comfortable speaking publicly, especially when their views are unpopular. While there are situations where the open microphone style meeting is warranted, MDOT typically receives a greater number and variety of comments with the open forum.

In recent years, MDOT, like many state departments of transportation, has utilized a more blended approach to public meetings, incorporating both open forum and open microphone styles. Recognizing that a single method does not necessarily fit all situations, the department prefers to weigh specific factors, such as the level of controversy and the stage of the study, to determine the most appropriate format. In doing so, MDOT can draw on a variety of other meeting styles, such as brainstorming sessions and discussion circles to further engage the public in meaningful ways throughout the life of the study.

## **Video Techniques**

Videos can provide informative visual and oral messages to the public, primarily via tapes or DVDs. Although many people now prefer video as a means of getting information, public agencies are just starting to tap its potential use. An easily-understood video is more useful to some people than reading or hearing about transportation. With the nearly universal availability of television and the emphasis on visual media in today's society, videos can be useful tools for communicating with the public.

## **Emerging Internet Uses**

With the ever-growing popularity of the Internet, opportunities continue to develop to engage the public through Web-based interactive technologies. One of the most valuable features of the Web continues to be its ability for two-way communication with the public. Not only can it be used as a tool to communicate accurate information through on-line surveys, interactive exercises, and public comments, the Internet can also be a very effective tool for ascertaining public thought in needs identification, project selection, and investment priorities.

## **Media Strategies**

Print and broadcast news media can be very effective for informing and involving the public. If properly carried out, notification of planning efforts and involvement opportunities can reach massive audiences with minimal effort and cost; however, with the promotion of any public involvement effort, it is essential to maintain the objectivity necessary to ensure that the public is informed, but not persuaded to adopt

a particular position or desirable outcome. Public involvement needs to be fair and objective throughout.

### **Telephone and Other Electronic Techniques**

The telephone offers a unique, two-way medium for public involvement. It can be used to obtain information and to give opinions. Its use has entered a new era of potential applications to community participation, going beyond question-and-answer techniques toward the evolving new multi-media connections with television and computers. Telephones have long been used for community involvement. However, innovations are available for expanding telephone use. Potential telephone techniques for public involvement include:

<b>Auto attendant</b>	A series of tiered recordings leading an inquirer to a recorded answer or the appropriate staff person.
<b>Information bureau</b>	A staff person responds orally to a broad variety of standard queries, such as bus schedules or meeting dates.
<b>E-mail</b>	A staff person responds to computer inquiries.
<b>Hotline or voice bulletin boards</b>	A staff person or recording answers questions about a specific project or program.
<b>FAX-on-demand</b>	A recorded message provides a menu of documents available by FAX and how to obtain them.
<b>Telethon</b>	A telephone call-in for comments during a television program.
<b>Electronic town meeting</b>	A telephone call-in combined with a scheduled television program, which shows results of public calls.
<b>Interactive voice response system</b>	Information retrieval from a main computer using telephones or terminals.
<b>Interactive cable television information</b>	A series of information boards or videos that can be called up by phone to a television screen.

### **Speakers Bureaus**

The face-to-face communications offered through public speaking provides the greatest opportunity to inform persons and encourage their involvement. Organizing a speakers bureau requires identifying persons involved in the planning effort and matching them with appropriate groups seeking a speaker. Developing a prepared outline or text will help ensure that a consistent message is delivered. The face-to-face nature of the speaking environment allows the speaker to gauge the effectiveness of the delivery and message, with a question and answer session at the end providing an excellent opportunity for further engaging the public. Since it can be time consuming, it is important to prioritize opportunities to maximize effectiveness.

## ***VIII. Evaluating the Effectiveness of Public Involvement Efforts***

Before any statewide planning process public involvement effort is initiated, staff identify the strengths and weaknesses of previously used methods. This may include reviewing methods that have been used by other states. Staff also identify and target organizations, persons and groups who have a vested interest in the outcome of statewide transportation planning processes and develop outreach strategies that provide opportunities for participation in these processes.

Available staff expertise is a major contributing factor to developing and conducting successful outreach efforts. With this in mind, one measure related to developing staff expertise is included:

### **Objective**

Maintain and develop staff expertise in all aspects of public involvement.

### **Effectiveness Factor**

*What percent of MDOT staff assigned to this initiative have received public involvement training during the last 5 years?*

The effectiveness of outreach methods can be gauged, in part, by the perceptions of participants. Participant surveys such as the *Public Involvement Evaluation Survey* recommended by the Summit Action Team on Communication, Public Involvement & Consciousness Raising (included in the Appendix on page 39) will be used periodically to measure progress in fostering active and collaborative participation.

### **Objective**

Solicit public participation in each phase of the statewide planning process.

### **Effectiveness Factor**

*Based on responses to the participant survey, what % of participants perceive that their participation, comments, suggestions and concerns are valued contributions to the process of transportation planning?*

Provide educational materials and design public involvement initiatives that will support and encourage effective participation.

*Based on responses to the participant survey, what % of participants found the event to be productive?*

When the array of participants fairly represents all transportation system user groups and the community at large, an outreach strategy could be declared most effective; however, public outreach professionals would agree that this ideal level of participation is very difficult to achieve. This does not mean that success is impossible. Success can be enhanced by ensuring the participation of advocacy groups or enlisting the aid of

community leaders or using other ways to gain a full understanding of needs and concerns of those who may not be willing or able to participate in the planning process. We have chosen measures of effectiveness for the following three objectives with that in mind.

**Objective**

**Effectiveness Factor**

Seek broad identification and representative involvement of customers and users of all transportation modes.

*Were advocacy groups and community leaders invited to participate on the behalf of those who are traditionally underrepresented in transportation decision-making?*

Utilize effective and equitable avenues for distributing information and receiving comments.

*Were several outreach tools used to solicit participation from and identify the needs of all population segments and economic sectors?*

Support and encourage continuous improvement in the methods used to meet the public need for information and involvement.

*Was a new or modified technique used to increase attendance, participation, collaboration or diversity?*



## ***IX. Revisions to this Public Involvement Plan***

The department extends its appreciation to all those who reviewed and commented on the draft of this plan. The section pertaining to evaluating the effectiveness of public involvement efforts has been expanded and other edits were made for clarity and completeness. Federal Highway Administration procedures pertaining to public involvement require a 45-day comment period before major revisions to this plan are adopted.

## ***X. Closing***

Without the input of its citizens, state, tribal and local governments cannot have a true understanding of community values and needs with regard to transportation services. Local businesses, community groups, and residents may know information that is more current or more detailed than what is available to transportation professionals. Effective public involvement complements the transportation professional's technical expertise, helps to form a consensus, and lays the foundation for solid decisions.

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## *Appendices*

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### ***Glossary of Terms***

<b><i>Annual Call for (Highway) Projects</i></b>	The process of adding a new year to the rolling Five Year Transportation Program.
<b><i>Collaborative Task Force</i></b>	A group that is assigned a specific task of reaching a conclusion or resolving a difficult issue and making recommendations to decision-makers.
<b><i>Community Advisory Committee</i></b>	A group of community residents who meet regularly to discuss issues of common concern and to convey the community's perspective to decision-makers.
<b><i>Environmental Justice</i></b>	A federal policy that protects minority populations and low-income populations from experiencing disproportionately high and adverse human health or environmental effects of federal-funded programs, policies and activities.
<b><i>Executive Order</i></b>	A directive issued by the President of the United States or the Governor.
<b><i>Federal Aid</i></b>	Federal funds allocated to the state from federal gas tax revenues. Only certain classes of roads are eligible for federal aid.
<b><i>Federal Aviation Administration (FAA)</i></b>	The United States Government agency that oversees the distribution of federal funds for and the activities pertaining to airport development.
<b><i>Federal Highway Administration (FHWA)</i></b>	The United States Government agency that oversees the distribution of federal funds for and the activities pertaining to road systems in each state.
<b><i>Financial Constraint</i></b>	Keeping spending within income. Financial constraint is a federal requirement for Transportation Improvement Programs and for long range plans in metropolitan planning areas.
<b><i>Local Road</i></b>	A road owned and maintained by a county road commission, city or village.
<b><i>MASP</i></b>	Michigan Aviation System Plan. A document which guides investment in airports.
<b><i>MDOT</i></b>	Michigan Department of Transportation
<b><i>MPO</i></b>	Metropolitan Planning Organization. Comprised of county road commissions, cities, villages, townships and transit agencies in an area having a population in excess of 50,000.
<b><i>Paratransit</i></b>	Special public transportation services for the elderly and disabled.

<b><i>Rural Task Force</i></b>	A group of counties and associated cities, villages and townships working cooperatively to set priorities and oversee transportation investments for a region of the state.
<b><i>SLRP</i></b>	State Long Range Plan. A document that identifies statewide transportation needs, sets investment priorities for a period of at least 20 years and establishes goals and objectives for addressing transportation needs throughout the state.
<b><i>STIP</i></b>	State Transportation Improvement Program. A document that lists specific transportation projects scheduled during a three-year period for the entire state.
<b><i>TEA-21</i></b>	Transportation Equity Act for the 21 <sup>st</sup> Century. The most recent federal legislation authorizing the distribution of federal Highway Trust Funds to the states.
<b><i>TIP</i></b>	Transportation Improvement Program. A document that lists specific transportation projects scheduled during a three-year period within a metropolitan planning area boundary.
<b><i>Title 23</i></b>	The United States Code is the codification by subject matter of the general and permanent laws of the United States. It is divided by broad subjects into 50 titles and published by the Office of the Law Revision Counsel of the U.S. House of Representatives. Title 23 covers highways.
<b><i>Title VI</i></b>	A portion of the Civil Rights Act of 1964 prohibiting discrimination on the basis of race, color, and national origin.
<b><i>Transit</i></b>	A public mode of transportation such as bus or train service.
<b><i>Trunkline</i></b>	The portion of the road system owned by the State of Michigan.
<b><i>Underserved</i></b>	Individuals who experience more difficulty getting to work, school, recreation activities, and shopping than the population at large.

### **Sample Public Involvement Evaluation Survey**

#### **Public Involvement Evaluation**

Please take a few minutes to answer the following questions. Your responses are confidential and will help us improve the quality of future meetings.

#### **Instructions**

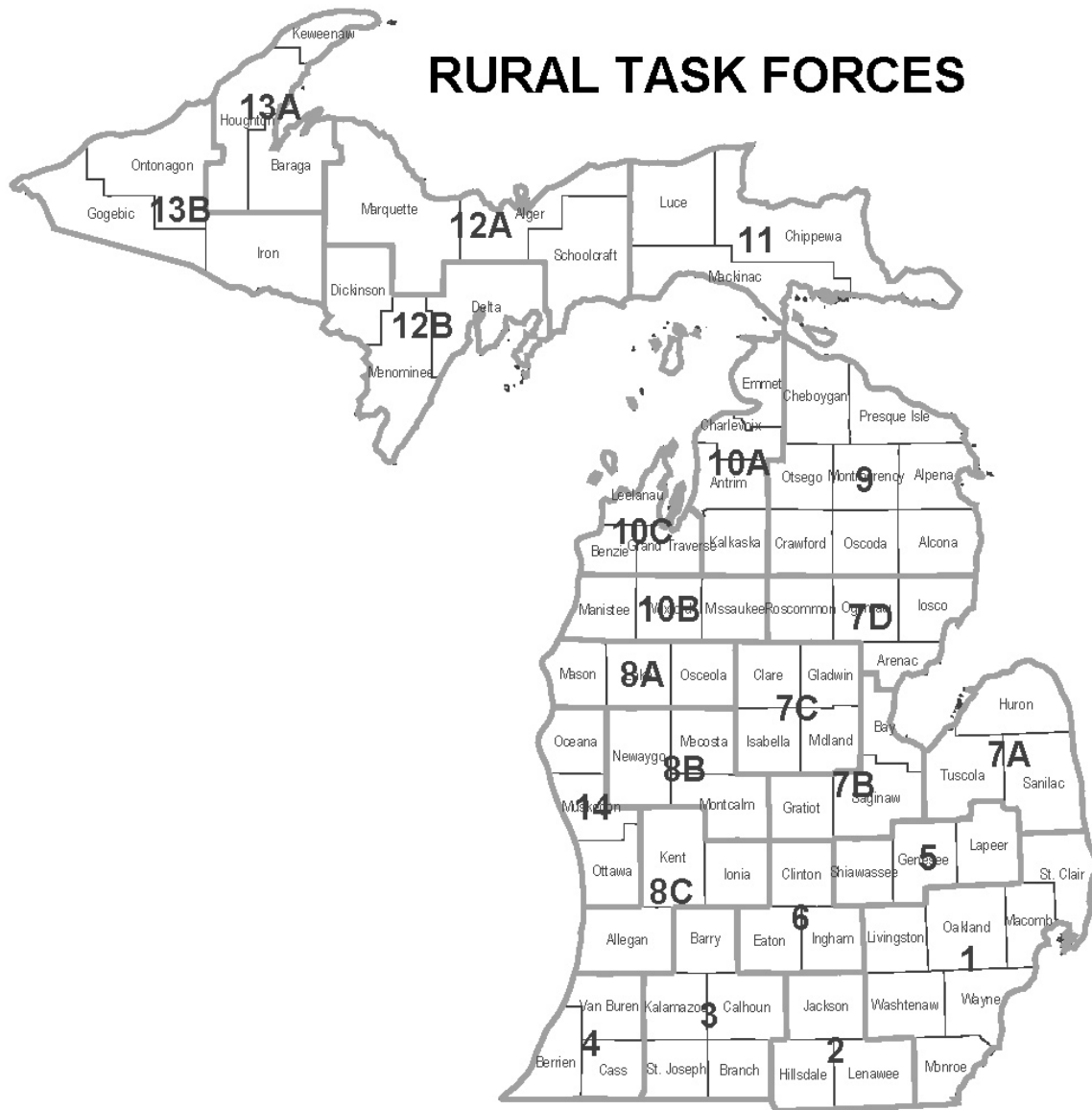
Please rate the following statements on a scale of 1 to 5, where 1 is "Strongly Disagree" and 5 is "Strongly Agree" by placing a check mark in the appropriate box. If the statement does not apply to you, please check the column marked NA.

Statement	Rating					
	5	4	3	2	1	NA
I was comfortable in the meeting room.						
I could see the speaker and hear him/her clearly.						
The meeting was held at a convenient time.						
The meeting location was easy for me to get to.						
The displays were useful and helped me to understand transportation issues.						
The questions I asked were answered completely.						
The information presented was easy to understand.						
I learned how to become involved in the transportation planning process.						
I know who to call to offer suggestions or comments.						
I know how my comments and/or questions will be handled.						
I know where to get information about transportation planning.						
I understand that my comments, suggestions, and concerns are an important part of the process.						
I will attend future public involvement meetings.						
I will suggest to other (friends, relatives, associates) that they attend future meetings.						
This meeting was a good use of my time.						
The facility was accessible and barrier free.						
All printed materials were made available to everyone in the audience.						

<b>How did you learn about today's meeting?</b>					
Mailed Notice	<input type="checkbox"/>	Radio Ad	<input type="checkbox"/>	Newspaper Article	<input type="checkbox"/>
Television	<input type="checkbox"/>	Website Announcement	<input type="checkbox"/>	Someone told me	<input type="checkbox"/>
Other	<input type="checkbox"/>				
<b>Who do you represent?</b>					
General Public	<input type="checkbox"/>	Public Official	<input type="checkbox"/>	Community Group	<input type="checkbox"/>
Citizen Advisory Group	<input type="checkbox"/>	Business or Industry	<input type="checkbox"/>	Other	<input type="checkbox"/>
Additional Comments about today's meeting:					

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### **RURAL TASK FORCE CHAIRS**

<b>RTF #</b>	<b>Name</b>	<b>County</b>	<b>Telephone</b>	<b>E-Mail</b>
1	Steve Brudzinski	SEMCOG	313/324-3321	<a href="mailto:brudzinski@semcog.org">brudzinski@semcog.org</a>
2	Stan Clingerman	Hillsdale	517/437-4458	<a href="mailto:hillsdalecrc@wmis.net">hillsdalecrc@wmis.net</a>
3	Dennis Randolph	Calhoun	616/781-9841	<a href="mailto:info@cccd.net">info@cccd.net</a>
4	Larry Hummel	Van Buren	616/674-8011	<a href="mailto:vbcrc@btc-bci.com">vbcrc@btc-bci.com</a>
5	David Vaughn	Lapeer	810/664-6272	<a href="mailto:ldaily@lcrconline.com">ldaily@lcrconline.com</a>
6	John Midgley	Ingham	517/676-9722	<a href="mailto:roads@ingham.org">roads@ingham.org</a>
7A	Jane Kuhn	Tuscola	517/673-2128	
7B	Fred Walkington	Gratiot	517/875-3811	<a href="mailto:gratiotcrc@nethawk.com">gratiotcrc@nethawk.com</a>
7C	Dan Provost	Gladwin	989/426-7441	<a href="mailto:countyroad@gladwinco.com">countyroad@gladwinco.com</a>
7D	Mike Schultz	Ogemaw	517/345-0234	<a href="mailto:ocrc@ogemawcrc.org">ocrc@ogemawcrc.org</a>
8A	Gary Dittmer	Mason	231/757-2882	<a href="mailto:masoncrc@1010internet.com">masoncrc@1010internet.com</a>
8B	Randy Stearns	Montcalm	989/831-5285	<a href="mailto:randy@montcalmroads.com">randy@montcalmroads.com</a>
8C	Lynn Lafler	Ionia Transit	616/527-4000	<a href="mailto:dirdialaride@city.ionia.us">dirdialaride@city.ionia.us</a>
9	Luke Houlton	Cheboygan	231/627-5694	<a href="mailto:ccrc@nmo.net">ccrc@nmo.net</a>
10A	Brian Gutowski	Emmet	231/347-8142	<a href="mailto:emmetcrc@chartermi.net">emmetcrc@chartermi.net</a>
10B	Kelly Bekken	Missaukee	231/839-4361	<a href="mailto:mrc@michweb.net">mrc@michweb.net</a>
10C	Michael Dillenbeck	Gd Traverse	231/922-4848	<a href="mailto:gtrc@gtrc.org">gtrc@gtrc.org</a>
11	Don Holt	Chippewa	906/635-5295	<a href="mailto:chippewacrc@sault.com">chippewacrc@sault.com</a>
12A	Rochelle Cotey	Alger Transit	906/387-4845	<a href="mailto:altranco@jamadots.com">altranco@jamadots.com</a>
12B	Mark Desotell	Delta	906/786-3200	<a href="mailto:deltacrc@chartermi.net">deltacrc@chartermi.net</a>
13A	Douglas Mills	Baraga	906/524-7270	<a href="mailto:bcrdjm@up.net">bcrdjm@up.net</a>
13B	Doug Tomasoski	Iron	906/265-6686	<a href="mailto:icrcdct@up.net">icrcdct@up.net</a>
14	Tom Palarz	Ottawa	616/842-5400	<a href="mailto:krubley@ottawacorc.com">krubley@ottawacorc.com</a>

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***Metropolitan Planning Organizations in Michigan  
05/17/2004***

**Battle Creek**

**(Battle Creek and six surrounding townships)**

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Web site: none

**Bay City**

**(Bay City and six surrounding townships)**

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Fax: 989-895-4068  
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Web site: [http://www.co.bay.mi.us/bay/home.nsf/Public/Transportation\\_Planning\\_Division.htm](http://www.co.bay.mi.us/bay/home.nsf/Public/Transportation_Planning_Division.htm)

**Benton Harbor/St. Joseph**

**(Benton Harbor, St. Joseph and five surrounding townships)**

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**Detroit/Ann Arbor/Port Huron**

**(Livingston, Macomb, Monroe, Oakland, St. Clair, Washtenaw and Wayne Counties)**

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SEMCOG Web site: <http://www.semcog.org/>  
Ann Arbor/Ypsilanti (Washtenaw Area Transportation Study) Web site: <http://www.miwats.org/>  
Port Huron (St. Clair County Metropolitan Planning Commission) Web site: <http://www.stclaircounty.org/>

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Web site: <http://www.co.genesee.mi.us/gcmpe-plan/>

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Web site: <http://www.macatawa.org/~macc/>

**Jackson**

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**Niles**

**(Niles and six surrounding townships)**

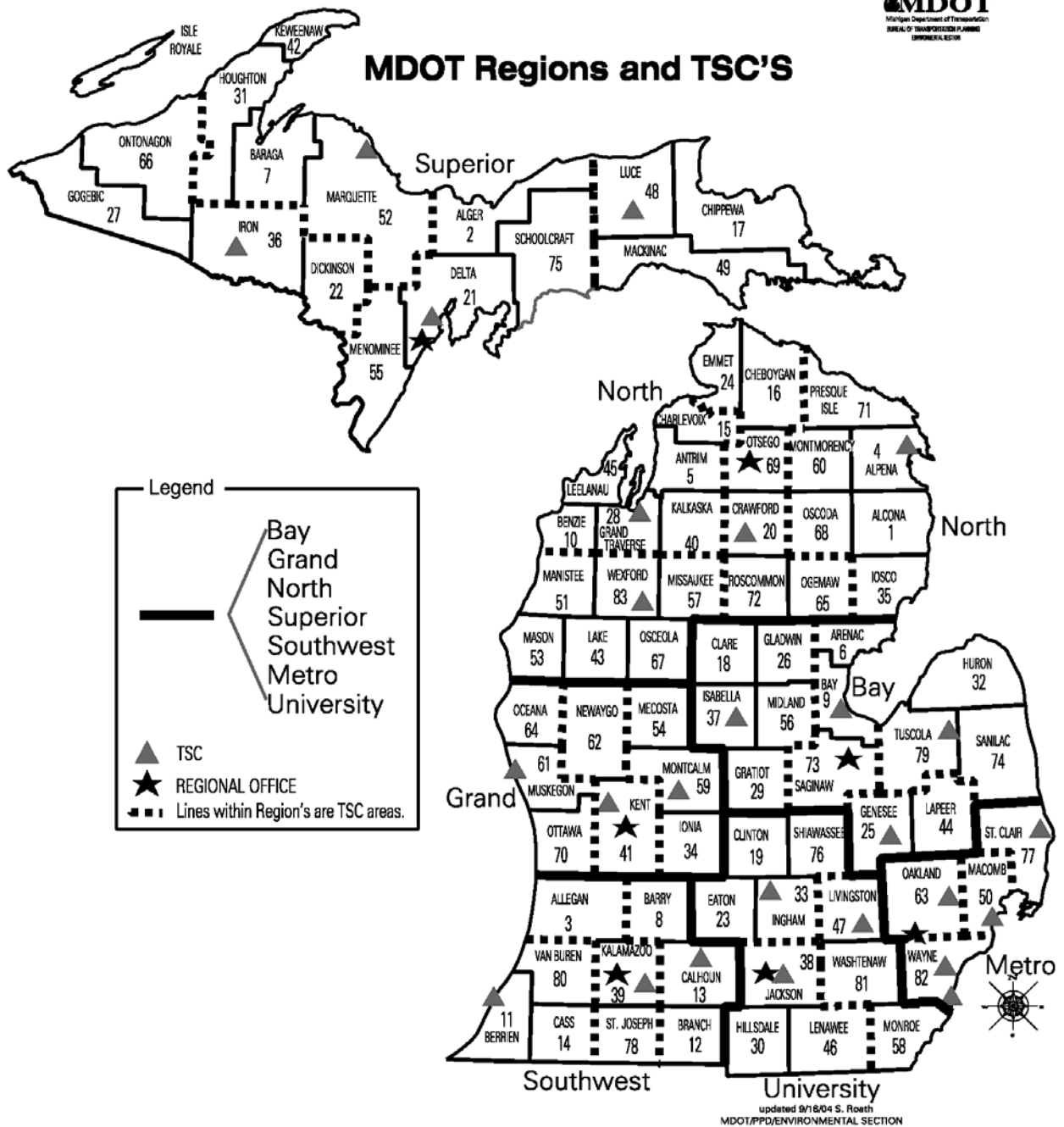
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### **MDOT Offices**

**Also available at [http://www.michigan.gov/mdot/0,1607,7-151-9622\\_11033\\_11150---,00.html](http://www.michigan.gov/mdot/0,1607,7-151-9622_11033_11150---,00.html)**

<b>Superior Region Office</b>	1818 3rd Avenue North, Escanaba, MI 49829	Phone: 906-786-1800 Fax: 906-789-9775
<b>Crystal Falls TSC</b> <i>Counties: Dickinson, Gogebic, Iron, Ontonagon</i>	120 Tobin-Alpha Rd. Crystal Falls, MI 49920	Phone: 906-875-6644 Toll Free: 866-584-8100 Fax: 906-875-6264
<b>Escanaba TSC</b> <i>Counties: Alger, Delta, Menominee, Schoolcraft</i>	1818 3rd Avenue North Escanaba, MI 49829	Phone: 906-786-1800 Toll Free: 888-414-6368 Fax: 906-786-1816
<b>Ishpeming TSC</b> <i>Counties: Baraga, Houghton, Keweenaw, Marquette</i>	100 S. Westwood Dr. Ishpeming, MI 49849	Phone: 906-485-4270 Toll Free: 888-920-6368 Fax: 906-485-4878
<b>Newberry TSC</b> <i>Counties: Chippewa, Luce, Mackinac</i>	14113 M-28 Newberry, MI 49868	Phone: 906-293-5168 Toll Free: 866-740-6368 Fax: 906-293-3331

<b>North Region Office</b>	2927 D&M Drive, Gaylord, MI 49735	Phone: 989-731-5090 Fax: 989-731-0536
<b>Alpena TSC</b> <i>Counties: Alcona, Alpena, Iosco, Montmorency, Oscoda, Presque Isle</i>	1540 Airport Rd. Alpena, MI 49707	Phone: 989-356-2231 Toll Free: 877-404-6368 Fax: 989-354-4142
<b>Cadillac TSC</b> <i>Counties: Lake, Manistee, Mason, Missaukee, Osceola, Wexford</i>	100 E. Chapin Cadillac, MI 49601	Phone: 231-775-3487 Toll Free: 800-943-6368 Fax: 231-775-0301
<b>Grayling TSC</b> <i>Counties: Cheboygan, Crawford, Emmet, Ogemaw, Otsego, Roscommon</i>	1680 Hartwick Pines Rd. Grayling, MI 49738	Phone: 989-344-1802 Toll Free: 888-811-6368 Fax: 989-344-8403
<b>Traverse City TSC</b> <i>Counties: Antrim, Benzie, Charlevoix, Kalkaska, Grand Traverse</i>	2084 US-31 South, Suite B Traverse City, MI 49684	Phone: 231-941-1986 Toll Free: 888-457-6368 Fax: 231-941-1512

<b>Grand Region Office</b>	1420 Front Avenue, N.W., Grand Rapids, MI 49504	Phone: 616-451-3091 Fax: 616-451-0707
<b>Grand Rapids TSC</b> <i>Counties: Kent and Ottawa</i>	1420 Front Ave., NW Grand Rapids, MI 49504	Phone: 616-451-3091 Fax: 616-451-0707
<b>Howard City TSC</b> <i>Counties: Ionia, Mecosta, Montcalm</i>	19153 W. Howard City- Edmore Rd. Howard City, MI 49329	Phone: 231-937-7780 Fax: 231-937-2281
<b>Muskegon TSC</b> <i>Counties: Muskegon, Newaygo, Oceana</i>	2225 Olthoff Drive Muskegon, MI 49444	Phone: 231-777-3451 Fax: 231-777-3621

*Michigan Statewide Planning Process  
Public Involvement Plan*

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<b>Bay Region Office</b>	55 E. Morley Dr. Saginaw, MI 48601	Phone: 989-754-7443 Fax: 989-754-8122
<b>Bay City TSC</b> <i>Counties: Arenac, Bay, Saginaw</i>	2590 E. Wilder Rd. Bay City, MI 48706	Phone: 989-671-1555 Fax: 989-671-1530
<b>Cass City TSC</b> <i>Counties: Huron, Sanilac, Tuscola</i>	6867 E. Cass City Rd. Cass City, MI 48726	Phone: 989-872-3007 Fax: 989-872-4464
<b>Davison TSC</b> <i>Counties: Genessee, Lapeer</i>	9495 E. Potter Road Davison, MI 48423	Phone: 810-653-7470 Fax: 810-653-1248
<b>Mount Pleasant TSC</b> <i>Counties: Clare, Gladwin, Gratiot, Isabella, Midland</i>	1212 Corporate Drive Mt. Pleasant, MI 48858	Phone: 989-773-7756 Fax: 989-775-6329

<b>Southwest Region Office</b>	1501 Kilgore Road, Kalamazoo, MI 49001	Phone: 269-337-3900 Fax: 269-337-3909
<b>Coloma TSC</b> <i>Counties: Berrien, Cass, VanBuren</i>	3880 Red Arrow Hwy. Benton Harbor, MI 49022	Phone: 269-849-1165 Toll Free: 877-321-6368 Fax: 269-849-1227
<b>Kalamazoo TSC</b> <i>Counties: Allegan, Kalamazoo, St. Joseph</i>	5372 South 9 <sup>th</sup> Street Kalamazoo, MI 49009	Phone: 269-375-8900 Toll Free: 877-320-6368 Fax: 269-544-0080
<b>Marshall TSC</b> <i>Counties: Barry, Branch, Calhoun</i>	15300 W. Michigan Ave. Marshall, MI 49068	Phone: 269-789-0592 Toll Free: 877-324-6368 Fax: 269-789-0936

<b>University Region Office</b>	4701 W. Michigan Ave. Jackson, MI 49201	Phone: 517-750-0401 Fax: 517-750-4397
<b>Brighton TSC</b> <i>Counties: Livingston, Monroe, Washtenaw</i>	10321 E. Grand River, STE. 500 Brighton, MI 48116	Phone: 810-227-4681 Fax: 810-227-7929
<b>Jackson TSC</b> <i>Counties: Hillsdale, Jackson, Lenawee</i>	2750 N. Elm Rd. Jackson, MI 49201-6802	Phone: 517-780-7540 Fax: 517-780-5454
<b>Lansing TSC</b> <i>Counties: Clinton, Eaton, Ingham, Shiawassee</i>	1019 Trowbridge Road E. Lansing, MI 48823	Phone: 517-324-2260 Fax: 517-324-0294

<b>Metro Region Office</b>	18101 W. Nine Mile Rd. Southfield, MI 48075	Phone: 248-483-5100 Fax: 248-569-3103
<b>Detroit TSC</b> <i>Counties: Wayne-City of Detroit</i>	1400 Howard St Detroit, MI 48216	Phone: 313-965-6350 Fax: 313-965-6339
<b>Macomb TSC</b> <i>Counties: Macomb</i>	38257 Mound Road Sterling Heights, MI 48310	Phone: 586-978-1935 Fax: 586-978-8075
<b>Oakland TSC</b> <i>Counties: Oakland</i>	2300 Dixie Highway Waterford, MI 48328	Phone: 248-451-0001 Fax: 248-451-0108
<b>Port Huron TSC</b> <i>Counties: St. Clair</i>	2127 11th Avenue Port Huron, MI 48060	Phone: 810-985-5011 Fax: 810-985-5042
<b>Taylor TSC</b> <i>Counties: Wayne with the exception of Detroit</i>	25185 Goddard Taylor, MI 48180	Phone: 313-375-2400 Fax: 313-295-0822

***Resources for Involving Persons with Special Mobility Needs***

*Department of Labor and Economic Growth*  
***Michigan Commission for the Blind***

<http://www.michigan.gov/cis/0,1607,7-154-28077---,00.html>

201 N. Washington  
Lansing, MI 48909  
Phone: (517) 373- 2062  
Fax: (517) 335- 5140  
DSS TDD (517)-373-4025

*Department of Labor and Economic Growth*  
***Michigan Commission on Disability Concerns***

<http://www.michigan.gov/cis/0,1607,7-154-28077---,00.html>

Division on Deaf and Hard of Hearing  
320 N. Washington Square  
Lansing, MI 48913  
Phone: (517) 334-8000 T/V  
Toll Free: (877) 499-6232 T/V  
FAX: (517) 334-6637

Names of Councils and Commissions on Aging can be obtained from:

***Michigan Office of Services to the Aging***

<http://www.miseniors.net/Contact+Us/locinfo?CatID=8>

7109 West Saginaw, First Floor  
Lansing, MI 48917  
Phone: (517) 373-8230  
Fax: (517) 373-4092  
DSS TSS (517) 373-4096